**The Actual Situation:**

" Our situation analysis deals with the scenario of luxury boutiques, and the common occurrence of high end employees overlooking customers based on an assessment of social wealth status. Our choice was primarily influenced by personal experiences, and the fact that all team members could identify with the scenario being realistic and viable.  
  
Our Situation Description is as follows –   
  
The incident transpired at an Armani store, in the well-known Square One shopping center. One of our team members, X, was out shopping for winter clothes with his family. This was his first year in Canada and, as an International Student, he was learning the ropes in the safety of his family's presence. While the rest of his family took a break, he decided to keep looking on his own and nonchalantly entered “Armani”. Upon entering, he was immediately met with looks that practically examined him, top to bottom. The employees were all standing together, as the store was relatively empty, and after looking at him, they proceeded to carry on their conversation without any further acknowledgement of the customer. This was clearly attributed to the fact that the employees made a snap judgement based on appearances, and decided that the customer was not upto the standards of the organization ( Armani ). And therefore not deserving of their service. This was clearly in direct conflict to how Bolman and Deal states that “Organizations exist to serve human needs rather than the reverse”.  
  
This blatant disregard of the HR frame is further emphasized and highlighted in the events that follow. X continued to peruse through various Armani products, despite the complete lack of service, and was eventually joined by his family in the store . But before his family could reach him, they were bombarded with flurries of well wishes and offers of courtesies from the employees. It was only when X walked upto his family that the employees realized their error. They attempted to make a last ditch save and focus on their attentions on X, but he was already leading his family out.  
  
This situation highlights a clear lack of clarity in the communication channels between the organization and its employees. It also emphasizes problems that can arise from an organizational structure that is too loose or too tight, and potential fallacies in HR frame of the organization in question. We feel that this provides scope for our analysis to show how/why this highlights potential conflicts that can arise from Armani's overall organisational structure. We plan to execute this by breaking down specifics of the Organization, with regards to the various different frames, and make the necessary evaluations and recommendations. "